

Supra eKEY ACTIVATION IS NOW SELF-SERVE!



FIRST STEP IN ACTIVATING THE EKEY APP.

1. Send an email to support@glvr.org requesting eKEY service. Provide your first and last name along with your company name.
2. Within 24hours of your email request, your membership with GLVR will be verified and a key will be assigned to you in Supra.

WHAT HAPPENS NEXT?

Once an eKEY is assigned in the Supra database by GLVR staff, the member will receive a text message and a welcome email **from Supra** with all of the instructions and information needed to get their eKEY app set up.

**SEE INFORMATION
BELOW FOR DETAILS ON COMPLETING
SET-UP PROCESS**

Supra eKEY Self-Signup

From the Keyholder's Perspective

Welcome to eKEY Self-Signup! This document is for new keyholders who will pay their key fees directly to Supra. Make sure your organization's Supra administrator has assigned you a key before you begin the steps below.

1. You will receive a text message urging you to check your email to complete eKEY activation within the next 5 days.

Welcome to the Supra system! Check your email at mary.clarke@where.com to complete your activation within the next 5 days.

2. The welcome email will include a link to download the Supra eKEY app and instructions for how to activate it. A PIN is included along with instructions on how to change it. The email also contains an authorization code (not shown below) that you will use to set up your eKEY. The authorization code will expire if you do not set up your eKEY within the next 5 days



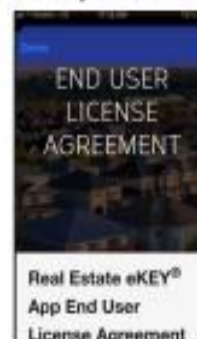
3. After downloading the eKEY app and activating it, you can tap the link on the email (or on the eKEY app) that says **I already have an authorization code**.



4. The authorization page will appear, pre-populated (if you use the link in the email). The EULA and privacy notice must be accepted (tapped on) to continue.



Note: To read the End User License Agreement or the Privacy Notice, click on the link in each sentence.



Supra eKEY Self-Signup

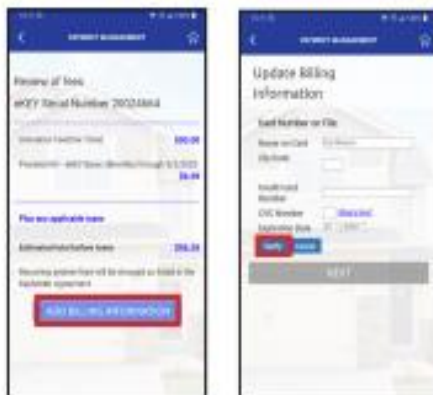
From the Keyholder's Perspective

5. A **Welcome** screen will appear. Select the service level you prefer and agree to the **Keyholder Terms & Conditions**. To read the T&Cs, tap the link.
Note: Use the horizontal or vertical scroll bar to view full T&Cs.



Note: Options will vary based on products and billing frequency offered by the association.

6. Review the fees, tap **Add Billing Information**, and tap **Verify** to authenticate your credit card.



7. Confirm your billing address then tap **Save**.



8. Tap **Make Payment** and then tap **Yes** to confirm that you want to submit the payment.



9. You will see a screen that says **Congratulations and Welcome**. Tap **Continue** to finish the process.



Note: You will receive an email with the Order Confirmation and the Keyholder Agreement & Exhibit A.

10. The eKEY home screen will then appear, ready to use.



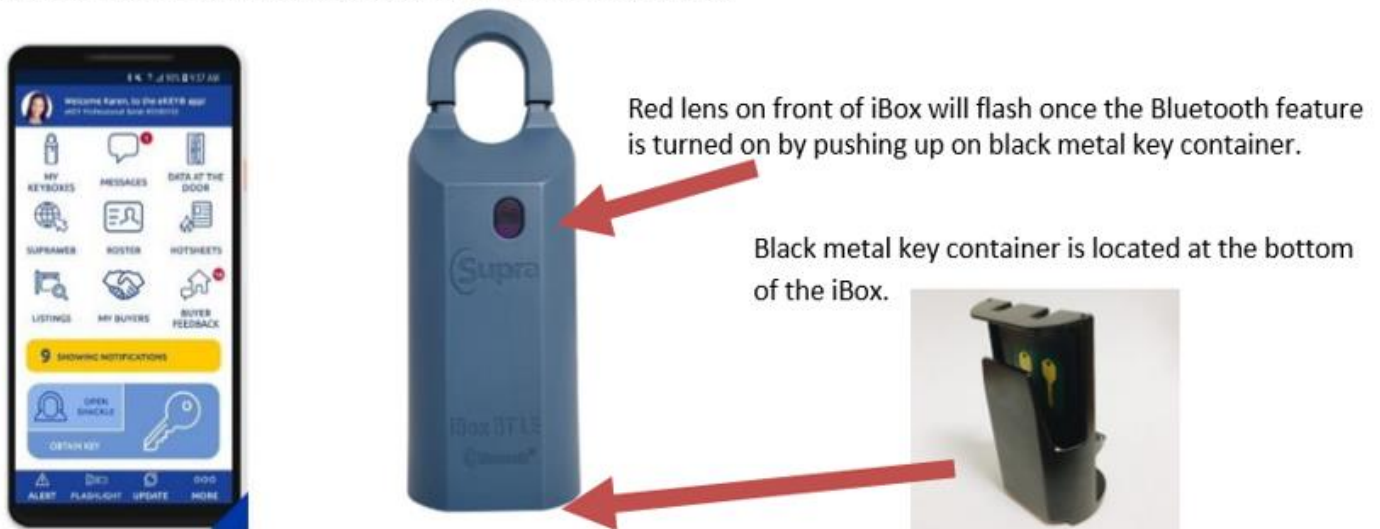
STEPS FOR USING eKEY

Both your phone AND the iBox BT MUST have the bluetooth feature turned on.
(see diagram below)

- Click on eKEY APP icon on your phone. Choose Obtain Key - Enter YOUR 4 digit pin.
Push up on bottom of key container to turn Bluetooth feature on for the iBox BT.

Phone will communicate with iBox. A message will appear on screen when contact has been made with iBox and prompt you to push up on key container. DO NOT PUSH KEY CONTAINER UNTIL PROMPTED.

Bluetooth must be activated on your phone and on the iBox.



Even though Supra sends an update to your cell phone on a daily basis we suggest you click on the UPDATE button on the home screen prior to going to a showing and while in cell tower coverage.

Cell tower access is NEEDED only to perform an UPDATE. It is not needed to open the box – bluetooth is used for opening the boxes.

Supra Customer Support is available from
8:00am-10pm Eastern Time 7 days a week.
1-877-699-6787.